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By: Janet L. Newmaker  
Janet L. Newmaker

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Missy L. Villapudua

Application No.: 10/027,696

Filed: December 20, 2001

For: CUSTOMER PRIVACY  
PROTECTION SYSTEMS AND  
METHODS

Customer No.: 20350

Confirmation No.: 4166

Examiner: Woo, Richard Sukyoon

Technology Center/Art Unit: 3629

AMENDMENT

Commissioner for Patents  
Mail Stop RCE  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed May 19, 2004, and the Advisory Action mailed September 9, 2004, please enter the following amendments and remarks:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 5 of this paper.